



**The measures mentioned in this document will be implemented in our shopping centers once the regulations authorize it, adjusting to the requirements of each jurisdiction and to the complete compliance with the corresponding health protocols.**

## **MEASURES TO BE TAKEN FOR SAFE OPENING**

The main objective of this protocol, designed for the operation of all the stores and services included in the Shopping Centers of IRSA Commercial Properties, is to formulate an orderly scheme that avoids crowds and excesses of public, based on the following objectives:

- To minimize the transmission and spread of the COVID-19 virus from person to person in all Shopping Centers, through operation strategies as recommended by the health authorities.
- To operate our Shopping Centers in safe health conditions for our collaborators and visitors.
- To positively influence the communities where the Shopping Centers operate to help the population become aware of the situation and adopt effective prevention measures in accordance with the recommendations of the specialists.

The key aspects of our COVID-19 safety protocols are detailed below. It should be mentioned that they have been reviewed and approved by experts in Epidemiology, Health and Environmental Safety.

### **1. OPERATING HOURS**

Our stores will operate with a reduced schedule scheme, this scheme prevents the movement of people on public roads at rush hours. In addition, it gives us a greater margin of time to implement cleaning and sanitation protocols in our shopping center.

Pharmacies, Banks and Supermarkets: they will operate in the allowed hours according to regulation.

### **2. ENTRY CONTROLS**

#### **Customers**

- **Occupancy limitations and monitoring.** We will use the existing traffic measurement technologies in our shopping centers to ensure that the general occupancy does not exceed the limit allowed per sqm according to current regulations.
- We will have an **appointment reservation system** for admission through an application or website.
- Due to the installation of **digital public meters** at each of the shopping accesses, it will be possible to monitor online and control the flow of people inside the building.
- **Accesses will be reduced** so that there is only one pedestrian access and one vehicular access.
- **Alcohol gel totems and temperature taking** will be installed in accesses and common spaces.
- There will be personnel to **take the temperature** with devices approved by ANMAT at the authorized accesses (pedestrian and vehicular).
- **Control / provisioning of personal protection elements.** Face masks or mouth, nose and chin covers. (In case the client does not have it.)
- If a person has fever greater than what current regulations allow, it will be prohibited his entry to the Shopping Center.
- Parking charges will be released to encourage the use of private cars.



## Supplier and employees

In order to create a safe environment for our **suppliers and employees**, we will limit the entry points to a **single space**, where trained personnel will perform control tasks on each person who wants to access our shopping centers:

- **Temperature measurement, smell test and survey of symptoms and diseases in their family environment.**
- Delivery of **personal protection elements kits** (if necessary). Face masks or mouth, nose and chin covers.
- We will have an **updated registry** with all the people who enter the Shopping Center to carry out tasks, allowing us to have an epidemiological registry in case the health authority requires it.
- Our tenants and service companies will be asked to organize shifts that include the **minimum amount of necessary personnel** for the operation of their business, dividing their schedules into fixed teams to follow up on epidemiological control if necessary.
- **The parking fee will be released** for the 30-day period to encourage employees of all tenants to attend in their own vehicle and avoid public transportation.

## 3. CLEANING AND SANITIZATION

We will implement a **daily disinfection protocol** that includes the following issues:

- **Disinfection with 70% alcohol, quaternary ammonium and sodium hypochlorite.**
- **We will increase the number of staff dedicated to cleaning** common areas.
- **We will intensify the cleaning of sensitive sectors** such as escalators, elevators, toilets, railings, doors, restrooms, rest areas, escalator handrails, garbage containers, doorknobs and handles, directories, tables and chairs in food courts, etc.
- **We will incorporate sanitation posts** (alcohol gel) in entrances, ascents and descents of escalators, bathrooms, cinemas, play areas, food court, etc.
- **We will install communication signage in all places of common use** (entrances, changing rooms, dining rooms, technical corridors).
- Merchandise transport personnel must enter with all the protection elements and their temperature will be controlled, carts and elements transported will be disinfected with the solution indicated by the Ministry of Health by personnel trained for this purpose.
- Each store will be required to have alcohol gel available for staff and clients, to use face mask and all the security measures recommended by the Ministry of Health.

## 4. SOCIAL DISTANCING

Our shopping centers are social spaces that intersect and satisfy innumerable needs, due to the facts of public knowledge, our businesses and our tenants reality changes.

From now on we must incorporate a new concept into our daily life: SOCIAL DISTANCING.

To meet this new trend, we will take the following measures:



- **Healthy tips and social distance reminders.** They will be placed in all the accesses to the common spaces of the shopping center. Additionally, we will make regular announcements through our audio system to remind buyers of their role in maintaining a safe environment for us all.
- **Relocation of furniture to support social distancing.** Seating in the food court will be limited and spaced to encourage social distancing. Also, there will be no reusable customer service items available (for example, trays, utensils, cups, etc.).
- **Common area seating will also be reduced and reconfigured** to support social distancing.
- We will limit the **maximum amount of people allowed to enter** stores as established by the norm through signage and will be controlled by each tenant.
- We will signal **one-way directions of movement** in our corridors.
- We will reduce the number of **1 health center per level** (foreseeing the provision of toilets for people with reduced mobility).
- The **use of toilets will be restricted according to maximum capacity**, canceling 1 urinal, 1 lavatory and 1 box interleaved.
- The use of elevators will be exclusively for people with reduced mobility.
- **We will delimit the use of escalators**, communicating the recommendation of 1 person every 4 steps.

#### Food courts

- **The capacity of the locations will be reduced** to 50% and will be reported in revenue.
- **We will separate the tables** at not less than 1.5 meters.
- We will request the stores that have **self-service terminals to keep them DISABLED.**
- **Delivery must be attended in a separate row** and with the applicable bromatological recommendations and regulations.
- In the order lines and cashiers social distance signage will be placed on the floor.
- We will deliver **paper bags and tablecloths instead of trays.**
- **Garbage cans lids will be removed** and the communication of the recycling islands will be increased.

#### Entertainment and parking

- **Capacity of the locations will be reduced to 50%**, with one seat in between in the case of cinemas.
- **Simultaneous people will be limited** in these spaces according to current regulations.
- **The maximum allowed capacity will be communicated at the entrance.**
- **The space for dispatch and delivery vehicles will be delimited.**

